



June 9, 2010

To Whom It May Concern:

The Department of Administrative Services, Human Resources Division, announces open-competitive Civil Service examinations for the following classifications:

Customer Service Assistant 1 & 2, Secretary

Please print and post the announcements, sent electronically with this letter, in a conspicuous manner in accordance with ORC 124.23(E).

Sincerely,

Office of Test Services

STATE OF OHIO

Examination Announcement



Customer Service Assistant 1, 2

DATE OF ISSUE: June 9, 2010

The Department of Administrative Services, Human Resources Division, announces open, competitive civil service examinations for these classifications, in **ALL STATE AGENCIES:-**

<u>EXAM Number</u>	<u>CLASSIFICATION TITLE</u>	<u>ANNUAL STARTING SALARY</u>
S-64431	Customer Service Assistant 1	\$32,489.60
S-64432	Customer Service Assistant 2	\$34,008.00

Notices of date, time, and location of exam will be e-mailed to approved applicants. Applicants who don't have an email address will be notified by mail.

Accepting applications from 6/09/10 – 6/21/2010

NATURE OF WORK AND MINIMUM QUALIFICATIONS

S-64431 Customer Service Assistant 1:

Nature of Work: The entry level class works under general supervision and requires some knowledge of office practices and procedures governing agency activities and public relations; skill operating personal computers to resolve routine complaints from customers; ability to schedule and reschedule rooms, appointments, examinations, hearings; knowledge to process routine unit transactions not requiring in-depth understanding of agency regulations.

Minimum Qualifications: Three (3) months training or three (3) months experience in office practices and procedures; one (1) course or three (3) months experience in public relations or customer service to include techniques for dealing with difficult people; one (1) course or three (3) months experience in typing, keyboarding, data entry or word processing; one (1) course or three (3) months experience in operation of personal computer. OR equivalent of minimum qualifications for employment noted above. **NOTE:** In the telecommunications section, within the Ohio Department of Public Safety, employees will automatically be reassigned to the Customer Service Assistant 2, 64432 classification after serving six (6) months as a Customer Service Assistant 1, 64431.

S-64432 Customer Service Assistant 2:

Nature of Work: The full performance class works under general direction and requires *considerable* knowledge of state office practices and procedures governing agency activities and public relations; skill operating personal computers to resolve customer requests for services and records and transactions that require application of state law and regulations governing maintenance of CAS vendor files, banking authorizations and validation of lottery tickets; advising customers and prize winners of claims processing; routing inquiries and complaints to appropriate boards and commissions; acting on behalf of deputy registrars as needed or applicable. In depth knowledge of applicable law, rules, policy and procedures governing agency business with internal and external customers.

Minimum Qualifications: Nine (9) months training or nine (9) months experience in office practices and procedures; nine (9) months training or nine (9) months experience in public relations or customer service that included techniques for dealing with difficult people; nine (9) months training or nine (9) months experience in typing, keyboarding, data entry or word processing; nine (9) months training or nine (9) months experience in operation of personal computer. OR equivalent of minimum qualifications for employment noted above.

Unusual Working Conditions: May be confined to desk answering telephone for 6.5-7 hours per day; may work second or third shift and weekends in units with 24 hour/7 days per week operations.

SCOPE, TIME LIMIT AND PLACE OF EXAMINATION

This is a collapsed examination, successive portions of which will only be applicable to specific levels. All will consist of written multiple-choice test questions only. The objective section will cover the following areas:

Scope of Examination for Customer Service Assistant 1: knowledge of office practices and procedures; knowledge of telephone protocol; skill in the use of personal computers and basic software; skill in interpersonal relations, record keeping and proofreading; ability to file in alphabetical and numerical order, ability to apply principles to solve everyday problems involving many variables, collect data, establish facts and draw valid conclusions.

Maximum Time Limit: 1 hr. and 45 minutes

Scope of Examination for Customer Service Assistant 2: knowledge of office practices and procedures; English grammar and composition; arithmetic that includes addition, subtraction, multiplication and division; public relations; telephone protocol; skill in the use of personal computers and basic software; interpersonal relations; record keeping and proofreading; ability to use proper research methods in gathering data; file in alphabetical and numerical order; apply principles to solve everyday problems involving many variables: collect data, establish facts and draw valid conclusions.

Maximum Time Limit: 2 hrs. and 15 minutes

Place of Examination: These examinations will be given in Columbus, Ohio.

HOW TO APPLY

Applicants are strongly encouraged to apply on-line at <http://careers.ohio.gov/> and click on the "Search for Civil Service Exams" link. Detailed instructions on how to apply are located at <http://careers.ohio.gov/HowtoApply/tabid/121/Default.aspx>. Applicants who wish to submit a paper application instead, may also download a Civil Service Application (GEN 4268) from this link. Paper applications may be mailed to:

Department of Administrative Services
Civil Service Test Center
30 East Broad Street, 28th Floor
Columbus, OH 43215-3414

The completed application will be the sole criterion used to determine eligibility for this test. **APPLICATIONS MUST CLEARLY INDICATE HOW THE MINIMUM QUALIFICATIONS ARE MET. APPLICATIONS THAT DO NOT SHOW THIS INFORMATION WILL NOT BE GIVEN CONSIDERATION.**

GENERAL INFORMATION

Credit for Military Service on Passing Exam Scores: Applicants who are residents of Ohio, and who have been honorably discharged from active duty in the armed forces of the United States, are eligible to receive an additional credit of 20% on their examination, if they receive a passing score. Acceptable proof of military service is a legible copy of applicant's DD-214, showing the character of service as honorable. Proof must be submitted on or before the examination date. **No credit is given if proof is submitted after the examination date.**

Eligible List: When an applicant receives a passing score, their name is placed on the eligible list for the counties they've selected. The eligible list is arranged according to examination scores from highest to lowest. The eligible list is used to fill current vacancies as they occur, provided there are no internal applicants with bidding rights to the position. The names/scores of those not selected within one year of being placed on the list, will be removed from the list. To become eligible after this period of time, a candidate must retake and pass the examination.

Place of Examination: The examination will be given in Columbus, Ohio. Applicants who qualify to take the exam will be notified of the exact time and place to report for the examination. Notification will be sent by email or mail, if no email address is provided.

All applicants are required to present **photo identification** prior to taking the examination.

Special Accommodations: Any applicant requiring a reasonable accommodation at the testing site, due to a disability, should notify Test Services **prior to** testing date.

Please **do not** send a cover letter or resume with your application.

The State of Ohio is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, or military status in employment or the provision of services.

STATE OF OHIO

Examination Announcement



Secretary

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<u>EXAM Number</u>	<u>CLASSIFICATION TITLE</u>	<u>ANNUAL STARTING SALARY</u>
S-12551	Secretary	\$32,489.60

Notices of date, time, and location of exam will be e-mailed to approved applicants. Applicants who don't have an email address will be notified by mail.

Accepting applications from 6/9/2010 – 6/21/2010

NATURE OF WORK AND MINIMUM QUALIFICATIONS

Nature of Work: This job class works under general supervision and requires considerable knowledge of clerical functions and office procedures to provide general secretarial assistance by performing routine administrative tasks and/or to provide secretarial assistance in technical environment by performing routine administrative tasks and/or to act as lead worker over other secretaries and office assistants or other secretaries and word processing specialists and provide secretarial assistance through routine administrative tasks (i.e., independently provides explanation, orally and/or in writing, of services or activities of assigned area but does not include formulating interpretation of policies and procedures as they would apply in given situation).

Minimum Qualifications Secretary S12551: One (1) year experience or one (1) year training in secretarial science including operation of typewriter or word processing equipment. For positions requiring manual dictation, applicants must also have six (6) months training or six (6) months experience in speedwriting or shorthand. For positions requiring technical terminology, applicants must also have six (6) months training or six (6) months experience in relevant technical terminology. **Or**, alternative, equivalent evidence of qualifications.

Unusual Working Conditions: May require travel to community site under contract with Department of Mental Health.

SCOPE, TIME LIMIT AND PLACE OF EXAMINATION

Scope of Examination: This examination will consist of a keyboarding skills test requiring a score of **55** words per minute to pass. There will also be a written multiple choice test which will cover the following areas: knowledge of data collection and analysis, English grammar, spelling, punctuation, report writing, record keeping, filing, and general office procedures; ability to compose correspondence, handle complaints, prioritize workload, compute fractions and skill in the use of office equipment.

Maximum Time Limit: 2 hrs. and 55 minutes

Place of Examination: This examination will be given in Columbus, Ohio, only.

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